

**SSI Milwaukee County Advisory Committee  
December 8, 2004 Meeting Summary**

**Organizations Represented:**

Abri Health Plan  
Abri Health Plan  
APS Healthcare  
APS Healthcare  
Automated Health Systems  
Community Advocates  
Community Care Organization  
Consumer Satisfaction Team  
DHFS/OSF  
Evercare, United Health Group  
iCare  
iCare  
iCare  
Independence First  
Independence First  
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Independence First  
Independence First  
Managed Health Services  
Managed Health Services  
Managed Health Services  
Managed Health Services  
Managed Health Services  
Milwaukee County  
Milwaukee County Department on Aging  
Milwaukee County Behavioral Health Division  
Milwaukee Mental Health Associates  
NAMI  
People First Wisconsin  
Southeast Dental Associates  
Transitional Living Services  
Warmline  
Wisconsin Coalition for Advocacy

**Representatives:**

Jayne Wick  
Jim Wick  
Bruce Christiansen  
Ruthanne Landsness  
Kathy Kaelin  
Erin Quandt  
Barbara Moore  
Janet Malmon  
Jim Hennen  
Mary Kennedy  
Joyce Binder  
Martha Lundin  
Pat Jerominski  
Karen Avery  
Bob Driscoll  
Alexandra Kriofske Mainella  
Denise Johnson  
Michael Lubner  
Ginger Reimer  
Sandi Tunis  
Jennifer Winter  
Heidi Evans  
Rick Fredrickson  
Julie Litza  
Mike Kreuser  
Chester Kuzminski  
John Pretsby  
Martha Rasmus  
Dee Sitzberger  
Cindy Bentley  
Deanna Janssen  
Bob Wrenn  
Lyn Malofsky  
Shirin Cabraal

**Staff:** David Beckfield, Cindy Booth, Angela Dombrowicki, Sean Gartley, Heidi Herziger, Mary Laughlin, Dr. Sandra Mahkorn, Janice Sieber, and David Woldseth, Division of Health Care Financing.

1. Angela Dombrowicki, Director of the Bureau of Managed Health Care Programs (BMHCP), called the meeting to order at 9:40 a.m. Ms. Dombrowicki noted that the Certification materials were sent to licensed HMOs in the State of Wisconsin, and a copy of the

Certification document will be made available to anyone who is interested. Ms. Dombrowicki also mentioned that a draft of the State Plan Amendment is available upon request.

2. Angela Dombrowicki presented a draft timeline for SSI Managed Care implementation in Milwaukee County. Key dates include the draft contract being completed by December 8, 2004, the State Plan Amendment to CMS by December 22, 2004, certification applications due January 21, 2005, town hall meetings in January, February and March of 2005, final contract with rates to managed care organizations by January 28, 2005, voluntary enrollment beginning the week of March 7, 2005, and the first auto-assignment month beginning the week of May 2, 2005. The full draft timeline is attached.
3. A variety of issues were discussed at the December 1<sup>st</sup> Enrollment Workgroup meeting, including the final enrollment process, continuity of care provisions, plans for the external advocate, and public forums to provide information to potential enrollees. An outline of the Workgroup discussions and recommendations on each of these issues was reported to the Advisory Committee.
  - Janice Sieber, Co-Chair of the Enrollment Workgroup, presented the final enrollment process. A distinguishing feature of the final enrollment process that resulted from Workgroup and Advisory Committee conversations over the past few months is the extension of the initial choice period from 90 to 120 days. SSI individuals that are in a group that will be automatically enrolled in managed care (All-in Individuals) must remain in a managed care organization for two months. Beginning in the second month of enrollment through the fourth month of enrollment, All-in Individuals may request disenrollment from managed care. Disenrollment will be effective the next available benefit month based on enrollment system cut-off dates. At any time during the first four months of enrollment, All-in Individuals may choose to enroll in managed care organizations different from the one they originally chose or were assigned to. Should an All-in Individual not choose to disenroll from managed care in enrollment months two through four, these individuals will be locked in to their managed care organization for an additional eight months. After twelve months from the date of enrollment, All-in Individuals will be notified that they may either choose a different managed care organization or return to fee-for-service Medicaid at any time.

A member asked how often non All-in Individuals who are receiving Supplemental Security Income and eligible to enroll in managed care will receive enrollment packet mailings. Ms. Sieber responded that these individuals would receive enrollment packet mailings informing them of their options once a year.

There were a number of questions regarding how to reach individuals with reading and/or hearing difficulties, individuals who have representative payees, and/or other individuals that may be difficult to reach and/or have difficulty understanding written materials. Kathy Kaelin from Automated Health Systems (the State's contracted enrollment broker) responded that Automated is committed to reaching SSI individuals in a variety of ways, including but not limited to mailings, face-to-face meetings at community organizations in Milwaukee County, and making multi-lingual representatives available for phone and/or face-to-face meetings. Angela Dombrowicki asked Advisory Committee members

to contact Sean Gartley ([gartls@dhfs.state.wi.us](mailto:gartls@dhfs.state.wi.us)) with suggestions for locations or organizations Automated should contact to provide enrollment information. Ms. Kaelin stated that Automated is committed to doing outreach and being accessible to individuals in their community.

- Mary Laughlin presented draft contract language related to continuity of care provisions (attached), which are based on discussions and recommendations by the Quality Assurance Workgroup. In addition to provisions that have been included in past iCare contracts, the Quality Assurance Workgroup recommended language ensuring new enrollees would receive the same services and pharmaceuticals they had in the past unless quality concerns are documented.

A discussion ensued about the evaluation of managed care provider networks for this program. Angie Dombrowicki stated that managed care provider networks in this program would be submitted to the State for review. Review includes evaluation of geographical dispersion, specialty networks, hospitals, and the number of providers accepting new patients and clinic hours. The State has requested that members of the Advisory Committee participate in the evaluation of managed care provider networks for this program. Please let Sean Gartley know if you are interested in participating in the evaluation of certification applications.

- Angela Dombrowicki updated the Advisory Committee on the status and structure of the External Advocate position that had been discussed in past meetings. Ms. Dombrowicki noted that there is agreement that the External Advocate would serve as the coordinator for the Early Warning Program (EWP).<sup>1</sup> The External Advocate would be responsible for reviewing and analyzing data provided by the State to evaluate the participating MCOs and the State (based on the data) in implementing and maintaining the program. The External Advocate will organize and coordinate regular quarterly meetings that will include representatives from the State, participating MCOs, consumers, and advocates to discuss the data and reporting, the overall goal being to evaluate the quality and access to care for SSI managed care enrollees in Milwaukee County.

Members of the Advisory Committee had recommended that, in addition to coordinating quarterly meetings to review EWP data, the SSI Milwaukee County External Advocate be available to provide advise and counsel to individual enrollees. Ms. Dombrowicki noted that the extent to which the External Advocate would be able to provide individual advocacy has yet to be determined.

- Angela Dombrowicki outlined the Department's outreach efforts to inform and educate SSI individuals in Milwaukee County about their health care options in the SSI Milwaukee County Managed Care Program. The Department is planning three public information meetings that to be held in Milwaukee County that provide SSI individuals an opportunity to learn about the program, identify resources available to them, and have

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<sup>1</sup> EWP, using a limited set of measures and administrative processes to provide real-time, performance-based information, is designed to monitor the performance of managed care plans in the SSI managed care program in Milwaukee County. EWP is designed to assure that enrollees get the services they need and that services are of sufficient quality while containing costs and quickly identifying potential problems that may impact managed care enrollees during program implementation.

their questions answered. Automated Health Care, the enrollment broker for this program, will offer specialized training to organizations that work with SSI individuals.

4. Bruce Christiansen, a Co-Chair of the Quality Assurance Workgroup, reviewed three major issues identified by the Quality Assurance Workgroup that pertain to Section III.E.4 of the iCare contract:
  1. First, should the enrollee sign or be given a copy of the initial care plan?
  2. Second, should the contract encourage or require the sharing of the care plan?
  3. Third, should the MCO guarantee that the care plan is implemented and met?

After some discussion, the Advisory Committee recommended initial care plans be shared verbally with enrollees with an offer to provide a written copy if preferred. The Advisory Committee recommended MCOs develop a process to ensure that relevant information from the care plan will be shared with the enrollee's primary care provider as appropriate.

David Woldseth, Co-Chair of the Quality Assurance Workgroup, noted that the Workgroup had yet to address outcome measures. Instead, the Workgroup recommended changes to the contract to make sure that necessary data would be available by the time outcome measures are determined. Mr. Woldseth briefly outlined recommended contract language changes, including changes made to the definitions in Article I of the iCare contract as well as phrasing changes in Sections E, T, and AA of Article III and Section E of Article III (attached). Members should review these sections as soon as possible. Finally, Mr. Woldseth noted that the Quality Assurance Workgroup recommended eliminating Section E of Article VII and incorporating its concepts in Section AA of Article III (attached).

5. David Beckfield, Co-Chair of the Rate Workgroup, noted that the development of rates will follow decisions made by the Advisory Committee about which individuals are and are not going to be included in the SSI Milwaukee County Managed Care Program.
6. Angela Dombrowicki reminded the Advisory Committee that the next meeting will be Wednesday, January 19<sup>th</sup> from 9:30 a.m. to 12:00 p.m. at the Italian Community Center in Milwaukee.
7. Meeting was adjourned at 12:00 p.m.

Respectfully submitted,

Sean Gartley  
BMHCP